



PROTOCOL ASSISTANT

An opportunity is available to work as a Protocol Assistant within the Executive Office at the U.S. Consulate General in Melbourne.

Salary: A\$71,819 p.a. pro-rata + superannuation benefits

Hours: Part-time, 24hours/week

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. A university degree in Business, Marketing/Communications, Politics, Liberal Arts, or Social Sciences is required.
2. 3 - 5 years of progressively responsible experience in office administration, events management, and/or related work in protocol is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. An understanding of the Australian federal state and local governments and the local business, academic, cultural, and not for profit communities is required. Must have an existing set of contacts in various fields and possess the skills to proactively develop new contacts.
5. High level written communication skills are required. This will be tested.
6. Advanced computer skills, including experience with Excel, Outlook, and database management are required. This will be tested.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by **July 11, 2014**.

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: Only short listed applicants will be contacted.

POSITION TITLE: PROTOCOL ASSISTANT	POSITION GRADE LE- 8 (STARTING SALARY A\$71,819 PRO-RATA)
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DUTIES AND RESPONSIBILITIES

Basic Function of the Position

Serves as the sole Protocol Assistant to the Consul General (CG), and to section-heads at Consulate General Melbourne. In this capacity, the incumbent organizes, manages, and arranges the Consulate's receptions, lunches, dinners, and other representational events in our Consular district. Specifically, the position is the planning and organizing lead (working closely with the event host, Management Officer, and other colleagues) for the Consulate's representational events. Serves as a key advisor to the Consul General and other sections at Post on host country protocol and local customs matters. Advises and provides guidance to the Consul General on the development of guest lists to ensure that useful and well-balanced groups are represented at official events. Coordinates Consulate-wide guest list submissions for official functions sponsored or hosted by the Consul General and other section heads, and compiles, produces, and maintain the final guest lists for those same events. Designs, lays out, and drafts suggested text for official invitations as well as produces place cards, menu cards, and seating charts for each event. Acts as the primary back up for the Consul General's Office Manager Specialist (OMS) by providing coverage as required in the absence of the OMS, and serves as the main timekeeper for the Executive Section.

Major Duties and Responsibilities

Job Element 1: Organize Representational Events (75%)

The Protocol Assistant is the primary organizer of all official representational events at the Consul General's Residence (CGR) as well as official functions at the Consulate Offices and outside venues. Duties include advising the CG on appropriate guests, sending out invitations and managing RSVPs, coordinating menus, drafting scenarios, and greeting high-level contacts upon arrival for a range of functions such as receptions, lunches, and dinners and official functions for specific Consulate sections. Annually, the number of invitees and attendees for the Consulate's 50+ events total 5000 and 3500, respectively. Serves as Consulate Melbourne's point of contact on all Protocol matters. Researches issues related to protocol and etiquette, and serves as an on-site reference for the Contact Database users. Other specific primary duties related to the organization of representational events include:

1. Serves as the sole Protocol Assistant to the Consul General and to section heads at Consulate General Melbourne in organizing, managing, and arranging the Consul General's 50+ receptions, lunches, dinners, and other representational events elsewhere in our Consular District.

2. Serves as the principal planner and organizer for all official representational events at post, including those undertaken by resident agencies, and acts as key advisor to the Consul General and, other section heads at Post on host country protocol and local customs.
3. Advises and provides guidance to the Consul General on the development of well-balanced guest lists for official events using significant knowledge of VIPs and key Consulate contacts. Coordinates Consulate-wide guest list submissions for official functions sponsored or hosted by the Consul General and other sections.
4. Establishes, maintains, and cultivates excellent working contacts with host country and state government officials, members of the diplomatic corps, business/academic/political/cultural figures, visiting delegations, and dignitaries at the highest levels of society and government throughout the Consular District to ensure that all Consulate representational and ceremonial events take place smoothly and successfully.
5. Attends functions at the CGR as needed to welcome guests (including prominent VIPs), make introductions and assists the Consul General, Consulate spouses and other personnel with regard to protocol and logistical aspects of the event.
6. Coordinates with Official Residence Employees (ORE) on menus, dining seating charts, food allergies and preferences of invited guests, table set-up, and resolution of issues such as late arrivals, last minute cancellations, sudden illness, and changes in seating. Liaises with hired wait staff at specific events at the CGR.
7. Coordinates closely with Consulate security personnel to ensure that appropriate security measures are in place and access is provided to guests at each event.
8. Compiles, produces, and maintains the final guest lists for events.
9. Responsible for designing, drafting suggested text, printing, and mailing invitations and associated details such as place cards, menu cards, and seating charts. Recommends the ordering of appropriate stationery including invitations, menus and other related supplies for the Consul General.
10. As necessary, responds to requests for biographies on political leaders, government officials and senior individuals public and private sector contacts.

Job Element 2: On-Site Reference for Consulate Contact Database (15%)

The Protocol Assistant will create and maintain the Consulate-wide Contact Database. He/she will also serve as the primary reference and trainer of new database users. In this capacity, the incumbent trains new users from Public Affairs, POL/ECON, Consular, and Management. Further, the incumbent keeps abreast of resignations and reassignments within government and industry so that the database is kept accurate. This requires frequent communication with DFAT, the State Governments, and other Consulates, research through the Internet, and maintaining regular contact with a broad range of contacts.

1. Creates and maintains the Consulate's Contact Database. Serves as the Consulate's primary reference in making and maintaining contact with host country and host state government officials, nationals and member of the Consular Corps.
2. Trains new users in the use of and best practices for maintaining the Contract Database.
3. Creates customized reports for all sections, provides guidance to all users on updating the database, creates and edits records of individual key contacts for each representational event.

Job Element 3: Consul General's (CG's) Office Management Specialist (OMS) Primary Back-up and other administrative duties as assigned (10%)

The Protocol Assistant acts as the CG's back-up OMS. In that role, the Protocol Assistant is the Office Manager for the Consul General (CG), and coordinates with all elements of the Consulate -- and with Embassy Canberra and Consulates General Sydney and Perth. The CG's OMS is the sole direct-hire OMS at the Consulate, and the back-up OMS subsumes all normal responsibilities in the absence of the direct-hire OMS. The back-up works independently, and when encumbering this role, reports directly to the CG, and with responsibility for scheduling appointments, usually at the ministerial, senior official or chief executive officer levels in both the public and private sectors.

1. Office management back-up: ensures smooth functioning of all office operations for the CG -- screen calls, greet visitors, review incoming mail, send correspondence, order supplies, maintain and retire files according to regulations. Prepare Official Residence (ORE), Representational, Travel and Goods and Services Tax (GST) vouchers. Update administrative and operating procedures as necessary.
2. Scheduling: maintain the CG's calendar -- schedule appointments and meetings, track invitations, plan day and extended trips throughout the city and consular district, coordinate the CG's personal protection schedule with the Australian Federal Police (AFP). Work closely with the CG's driver.

3. Inter-office coordination: liaise with all Consulate sections and agencies in Melbourne. Relay instructions from the CG and follow up on compliance. Liaise with the Ambassador's and Deputy Chief of Mission's OMSs and other staff at Embassy Canberra. Follow up on taskers for Consulate Melbourne from Embassy Canberra.
4. Contacts: maintain contacts within key diplomatic missions, Australian government, businesses and other organizations in Melbourne. Act as liaison between the CG and the public.
5. Political/Economic Support: provide administrative support for the Political/Economic Officer -- prepare travel, representational and cab charge vouchers, assist with visitors, delegations and meetings.
6. Other duties include: Main timekeeper for the Executive section, entering visitor access requests for events and meetings, replying to official correspondence sent to the Consulate, which will often require liaising with other sections.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. A university degree in Business, Marketing/Communications, Politics, Liberal Arts, or Social Sciences is required.
2. 3 - 5 years of progressively responsible experience in office administration, events management, and/or related work in protocol is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. An understanding of the Australian federal state and local governments and the local business, academic, cultural, and not for profit communities is required. Must have an existing set of contacts in various fields and possess the skills to proactively develop new contacts.
5. High level written communication skills are required. This will be tested.
6. Advanced computer skills, including experience with Excel, Outlook, and database management are required. This will be tested.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
All applicants must address the selection criteria with specific and comprehensive information supporting each item.

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans

preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS JULY 11, 2014

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work

M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)

N. U.S. Eligible Family Member and Veterans Hiring Preference

O. Education

P. License, Skills, Training, Membership, & Recognition

Q. Language Skills

R. Work Experience

S. References